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PATENT

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Examiner :  
Attorney's Docket : DAVOX-159XX

Group Art Unit: 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents and Trademarks, Washington, D.C. 20231 on January 25, 1999.

By   
Daniel J. Bourque  
Registration No. 35,457  
Attorney for Applicant(s)

INFORMATION DISCLOSURE STATEMENT

Honorable Commissioner of Patents and Trademarks  
Washington, D.C. 20231

Sir:

It is desired to cite for the record in this application the enclosed articles and U.S. patents listed on the attached copy of PTO Form #1449. The paragraph(s) marked below are applicable to this Information Disclosure Statement.

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FILING UNDER 37 CFR § 1.97(b) (1-3)

[x] (1) The enclosed Information Disclosure Statement is being filed within three months of the filing date, or within three months of the entry of the national stage of the above identified application or before the mailing of a first Office Action, or before the mailing date of the first Office Action on the merits.

Accordingly, applicant(s) believe that no fee or certification is required.

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PETITION UNDER 37 CFR §1.97(d)

[ ] (2) Pursuant to 37 CFR §1.97(d), applicant(s) hereby petition the Commissioner to consider the attached Information Disclosure Statement. Applicant(s) state that the issue fee has not been paid and that a certification under 37 CFR §1.97(e) is provided herein, along with the petition fee of \$130.00 required under 37 CFR §1.17(i)(1).

CERTIFICATION UNDER 37 CFR §1.97(e)(1)

[ ] (3) The undersigned hereby certifies that each item of information contained in the attached Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application mailed not more than three months prior to the filing of this statement.

CERTIFICATION UNDER 37 CFR §1.97(e)(2)

[ ] (4) The undersigned hereby certifies that no item of information contained in the attached Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the undersigned, after making reasonable inquiry, was known to any individual having a duty of disclosure as set forth in 37 CFR §1.56(c) more than three months prior to the filing of this statement.


FEE REQUIRED

[ ] (5) The information disclosure fee of \$240.00 required by 37 CFR §1.17(p) is believed to be due and is enclosed herewith.

The Commissioner is hereby authorized to charge payment of any additional fees associated with this communication or credit any overpayment to Deposit Account No. 02-3285. Triplicate copies of this letter are enclosed.

Respectfully submitted,

Gene W. Lee

By   
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